

GP IT

A brief guide on the recent changes

Following the Health & Social Care Act changes introduced on 1 April 2013, the funding and governance arrangements for GP IT have changed. NHS England now provides the funding, and the responsibility for local delivery in line with the [Securing Excellence in GP IT Services](#) is via the CCGs ICT & Informatics department, part of the Management Delivery Team.

Much of the general support for GP IT has been outsourced to what used to be Suffolk Support Services hosted by SMHPT, and is now part of Norfolk & Suffolk NHS Foundation Trust; to ensure stability across the county this service arrangement has been extended as is for 13/14. Given the changing health system, as well as the increasing reliance on IT across the county we need to revise the specifications of the service, and aim to have those changes in place for 14/15.

Feedback received has indicated that it has not been clear in General Practice what service specifications are currently in place, and whether any issues you may have experienced are due to a lack of knowledge of those specifications, issues with the provider performing against target, or specifications that now don't meet the needs.

As such we have produced a simple guide to the IT Services in place for GP IT and how to escalate issues with performance.

Non Standard Requests or Projects

In addition to controlling the local budget and performance managing the IT Service arrangements for GP IT, the ICT & Informatics Department also manage:

- non-standard GP IT requests (such as approval for additional or replacement IT that is described in [Securing Excellence in GP IT Services](#) as 'Discretionary')
 - practice specific projects (such as a clinical system upgrade)
- national projects such as upload to Summary Care Record or Patient Access to GP Records

If you have any non-standard IT or project requests, or wish to escalate performance issues with any of the service arrangements noted in this guide please contact

GP.IT@suffolk.nhs.uk or 01473 770222

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IT Service Support

A brief guide on how to log support calls and the service you can expect

There is an established call logging system to the NSFT ICT Service Desk (contact details are at the top of page 3) which provides GP practices with a single point of contact through which most incidents and requests for change can be logged.

This document provides details of where to log the call for your incident (i.e. something that has gone wrong) or request for change (i.e. new staff, new hardware etc) and the subsequent levels of service you can expect to receive.

Examples of incidents and requests for change to be logged to the service desk include:

- faulty hardware
- requests for new hardware
- management of user accounts¹ and email accounts²
- access to servers and directories
- configuration set up
- Smart Card or Registration Authority support
- technical or information security issues
- network (N3) issues
- support for using TPP SystemOne
- escalations to TPP or any other National IT Provider (such as N3)

The main exception to the use of this service desk is requests for user support for other GP clinical systems, as they are provided direct to the user by the system supplier – further details on support for these services can be found on pages 6-7.

¹ Requests to set up new user accounts can be submitted via an on-line service which is accessed via the line manager's login credentials; the online logging service is only available to practices that have completed their AD upgrade.

² Email includes corporate accounts (i.e. @gp-dxxxx.nhs.uk) and NHSMail (i.e. @nhs.net)

Reporting INCIDENTS and target response times

Telephone: 01473 329444

Email: servicedesk@nsft.nhs.uk

Web form: <http://softweb2/servicedesk/> (if your practice has completed your AD upgrade)

The service desk is available from 0800 to 1800 Monday to Friday except Bank Holidays.

Response times for the initial call

- 90% of calls should be answered within 15 seconds
- Calls that aren't answered within 30 seconds by a service desk operator should be answered by an automated call answering services requesting brief details and contact information
- Callers leaving messages on the above service should be responded to within 1 hour
- When calls are logged via email or online you should receive an immediate automatic response following by confirmation that the call has been logged within 1 hour.

Response times following the initial call

The confirmation email of the call will include a priority level which determines the target time for resolving the incident – see list below. The priority level is automatically determined by assessing the urgency and impact of the incident.

This priority can be challenged if you feel it is allocated incorrectly.

More details of how the priority is calculated can be found on page 5.

Priority Level	Target Resolution Time
Priority 1	<4 working hours
Priority 2	<6 working hours
Priority 3	<20 working hours
Priority 4	<60 working hours
Priority 5	<150 working hours

Where it is necessary to travel to a remote site to resolve an incident, the resolution time will be extended by the time taken to travel to the remote site(s).

You should be kept up to date with progress and advised if your call is likely to exceed the target time (and why).

Reporting REQUESTS FOR CHANGE and the target response times

Telephone: 01473 329444

Email: servicedesk@nsft.nhs.uk

Web form: <http://softweb2/servicedesk/> (if you have access)

The service desk is available from 0800 to 1800 Monday to Friday except Bank Holidays.

Response times for the initial call

The service level expected for the initial call is as detailed above for logging incidents

Response times following the initial call

Requests for change are allocated a target delivery time based on the urgency of need

Urgent Locum – shortstay user requirement (i.e. new user account)	<1 hour
Urgent Locum – shortstay user with registration (smart card)	<4 hours plus travelling time
User account set up or change	<1 working day
Registration Authority card only - emergency provision	<4 hours plus travelling time
Registration Authority card – standard provision	<5 working days
Standard Desktop Computer	<5 working days
Standard laptop with docking station, screen, keyboard and mouse if required	<5 working days
Standard printer	<5 working days
Standard scanner	<10 working days
Standard server	<20 working days

Requests for change that require delivery of a non-standard product or service will be individually assessed, will need approval by emailing GP.IT@suffolk.nhs.uk and once approved you will be advised of the target delivery date

There is a requirement for 90% of requests for change for standard products and services to be delivered within the target times specified

Design, installation, maintenance, management and support of the following infrastructure also forms part of the service provided:

- Wide Area Network circuits
- WAN and LAN infrastructure including routers, firewalls, switches, access points and network accelerators
- N3 services
- Clinical server hardware for EMIS or INPS clinical systems
- Domain controller/file and print server
- Anti-virus software
- Uninterruptible Power Supply (UPS)
- Internet service
- Remote Access
- Email and messaging

Installation, maintenance and support of the following infrastructure does NOT form part of this service:

- Clinical and reports server for practices using the iSoft clinical system
- UPS for practices using the iSoft clinical system
- Telephony systems (although there are some exceptions to this)

How incidents are prioritised

1. The impact is assessed on a scale of 1 to 5, by considering the number of users being affected and the criticality of the service affected. An example of impact level 1 is that a large number of users on a clinical system are seriously impacted. Level 5 may be that a small number of users on a training system are impacted.
2. The urgency of the incident is assessed by considering the impact on patient care. An example of level 1 would be that there is a significant adverse impact on the delivery of patient care to a large number of services users. An example of level 5 would be that there is no impact upon the delivery of patient care.
3. The priority is then calculated using the following table

Impact	Urgency				
	1	2	3	4	5
1	1	1	2	2	3
2	1	2	2	3	4
3	2	3	3	4	4
4	3	3	4	4	5
5	4	5	5	5	5

For all Clinical System Supplier escalations please ensure GP.IT@suffolk.nhs.uk / 01473 770222 are aware so they can manage any thematic issues via contract and service management.

EMIS Service Support

Service levels are as set out in GPSoC SLA

Telephone: 0845 1232289

SLA Hours (Monday - Friday 7am - 10pm, Saturday 8am - 2pm)

*SLA clock for Severity 1 & 2 Incidents run 24/7

Severity Level	Description	SLA Fix Time (Hosted to CfH Standards)	SLA Fix Time	Examples
1	Entire Compliant System unavailable, all Compliant Systems unavailable or entire GPSoC Service unavailable.	<2 hours	<3 hours	GPSoC Service is either Hosted to Supplier Standards, Hosted to CfH Standards or LAN. Complaint System is either LV, PCS or EMIS Web. Component System is each LAN or Enterprise WAN.
2	Component System Down	<4 hours	<6 hours	A complete practice system failure caused by the clinical application
3	Core Service Failure causing severe difficulties for the running of the practice, or failure of Additional Services.	<16 hours	<48 hours	Slow system – all modules, all users, System significantly slow. Clinical module unusable at a single practice.
4	The fault is causing severe difficulties for the running of the system but a workaround is possible or the fault is causing severe disruption for one particular user of the system.	<48 hours	<72 hours	Fault with one terminal at the practice. Slow system intermittent. Unable to access non critical module. GPLinks transmission failures. POPMAN not run (March)Outlook/Internet faults
5	Minor problems for practice/user. Problems of a cosmetic nature.	<144 hours	<216 hours	Minor fault within specific modules Error code in any modules Inaccurate information in searches POPMAN not run (NOT March) Outlook/Internet minor faults GPLinks/Lab links minor faults

iSoft Service Support

The Primary Care Incident Management Portal enables customers to report, update and resolve Incidents via the internet.

Incidents can be reported via this link
<https://primarycaresupport.isofthehealth.com/ServicePortal>.

Any questions regarding the Incident portal should be sent to
primarycaresupport@isofthehealth.com.

All iSoft practices will be migrating to a new system by October 2013.

INPS (Vision) Service Support

Incidents can be reported to the helpdesk online:
http://www.inps4.co.uk/my_vision/helpline

If you are not satisfied with the level of service received you can follow the escalation process shown below

1st Level Escalation

INPS Account Manager or escalations@inps.co.uk

If you are concerned that your issue is not being progressed in a satisfactory manner you should escalate this to your area Account Manager. The Account Manager will raise the issue with the INPS Escalations Manager who will log the escalation and assign an escalation number.

2nd Level Escalation

Head of Support services

Philip Doyle

Direct Line: 020 7501 7300 Mobile: 07507 484 107

philip.doyle@inps.co.uk

3rd Level Escalation

Customer Services Director

Karl Wood

020 7501 7206

karl.wood@inps.co.uk